

CLAIMS

What is claimed is:

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1. A method of allocating resources of a contact center comprising the steps of:
electronically monitoring at least one operational parameter of the contact center;
performing a comparison between the operational parameter and a threshold value
for the operational parameter; and
determining, based on the comparison, whether an action to be taken to affect
allocation of resources of the contact center is necessary.
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2. The method of claim 1, wherein the resources of the contact center is
communication lines, agents, or communication trunks.
3. The method of claim 1, wherein at least one operational parameter is selected
from a group including service level, time of call occurrence, number of agents assigned
to an agent group, number of agents available to service the contact center, and time of a
one-time marketing/promotional campaign.
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4. The method of claim 1, wherein the step of electronically monitoring, and the
step of performing a comparison employ a digital computer associated with the contact
center.
5. The method of claim 1, wherein the monitoring step is performed in real-time.
6. The method of claim 1, wherein the action to be taken tends to improve the
20 value of the operational parameter with respect to the threshold value.

7. The method of claim 1, wherein the monitoring step comprises the step of obtaining a sample value of the operational parameter.

8. The method of claim 1, wherein the monitoring, performing, and determining steps are performed repeatedly.

5 9. The method of claim 8, further comprising the step of acquiring a limitation to terminate the repeated performance of steps, and the step of terminating the repeated performance of steps in accordance with the acquired limitation.

10. The method of claim 1, further comprising the step of determining whether an error condition exists.

10 11. The method of claim 10, further comprising the step of indicating that an error condition exists.

12. The method of claim 1, further comprising the step of acquiring a threshold value for at least one parameter, and the step of acquiring an action to be taken.

13. The method of claim 1, further comprising the step of providing indication of
15 an action to be taken.

14. The method of claim 13, further comprising the step of determining whether an error condition exists, and the step of indicating whether an error condition exists.

15. The method of claim 14, wherein the monitoring, performing a comparison, determining an action, providing indication of an action, determining whether an error

condition exists, and indicating whether an error condition exists steps are performed repeatedly.

16. The method of claim 15, further comprising the step of acquiring a limitation to terminate the repeated performance of steps.

5 17. The method of claim 16, further comprising the step of terminating the repeated performance of steps in accordance with the acquired limitation.

18. An apparatus for allocating resources of a contact center, comprising:
a processing unit coupled with a storage device;
a first set of instructions storable in the storage device and executable by the
10 processing unit for monitoring at least one operational parameter of the contact center;
a second set of instructions storable in the storage device and executable by the processing unit for performing a comparison between the operational parameter and a threshold value for the operational parameter; and
a third set of instructions storable in the storage device and executable by the
15 processing unit for determining whether an action to be taken to affect allocation of resources of the contact center is necessary.

19. The apparatus of claim 18, wherein the resources of the contact center is communication lines, agents, or communication trunks.

20. The apparatus of claim 18, wherein the operational parameter is selected from
20 a group including service level, time of call occurrence, number of agents assigned to an

agent group, number of agents available to service the contact center, and time of a one-time marketing/promotional campaign.

21. The apparatus of claim 18, wherein the first set of instructions provides for monitoring the operational parameter in real-time.

5 22. The apparatus of claim 18, wherein the action to be taken tends to improve the value of the operational parameter with respect to the threshold value.

23. The apparatus of claim 18, wherein the first set of instructions comprises instructions for obtaining a sample value of the operational parameter.

10 24. The apparatus of claim 18, wherein the first, second, and third sets of instructions are executed repeatedly.

25. The apparatus of claim 18, further comprising a set of instructions storable in the storage and executable by the processing unit for determining whether an error condition exists.

15 26. The apparatus of claim 25, further comprising a set of instructions storable in the storage and executable by the processing unit for indicating that an error condition exists.

20 27. The apparatus of claim 18, further comprising sets of instructions storable in the storage and executable by the processing unit for acquiring a threshold value for at least one parameter, for acquiring at least one parameter to be monitored, and for acquiring an action to be taken.

28. The apparatus of claim 18, further comprising a set of instructions storable in the storage and executable by the processing unit for providing indication of an action to be taken.

29. The apparatus of claim 28, further comprising sets of instructions storable in the storage and executable by the processing unit for determining whether an error condition exists, and for indicating whether an error condition exists.

30. The apparatus of claim 29, wherein the first, second, third, providing indication of an action to be taken, determining whether an error condition exists, and indicating whether an error condition exists instructions are executed repeatedly.

31. The apparatus of claim 30, further comprising sets of instructions storable in the storage and executable by the processing unit for acquiring a limitation to terminate the repeated performance of steps, and for terminating the repeated performance of steps in accordance with the acquired limitation.

32. An apparatus for allocating resources of a contact center, comprising:
means for monitoring at least one operational parameter of the contact center;
means for performing a comparison between the operational parameter and a threshold value for the operational parameter; and
means for determining whether an action to be taken to affect allocation of resources of the contact center is necessary.

33. The apparatus of claim 32, wherein the monitoring means provides for monitoring the operational parameter in real-time.

34. The apparatus of claim 32, further comprising means for providing an indication of an action to be taken.

35. The apparatus of claim 32, further comprising means for acquiring a threshold value for at least one parameter, means for acquiring at least one parameter to be
5 monitored, and means for acquiring an action to be taken based on the comparison.

36. The apparatus of claim 32, wherein the monitoring means comprises instructions for obtaining a sample value of the operational parameter.

37. The apparatus of claim 32, further comprising means for determining whether an error condition exists, and means for indicating whether an error condition exists.

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